



Reaching Across Maryland


Department of General Services
2018 Annual Report

Larry Hogan
Governor

Boyd K. Rutherford
Lt. Governor

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Photo Courtesy of Governor's Office



Mission

It is the mission of General Services to be the accessible, accountable support agency delivering expertise, essential services, facilities operations and maintenance to the state in order to enhance the quality of work and life environments for our stakeholders and the citizens of Maryland.

Vision

To be the premier partner to our sister agencies, delivering support, expertise and essential services, as needed, to facilitate their missions on behalf of the citizens of Maryland.

Values

Customer-Focused
Respectful, Responsive and Results-oriented
Accessible and Accountable
Transparency and Teamwork
Communication and Coordination for Optimal Outcomes



*A dream
written down with a date
becomes a goal.*

*A goal
broken down into steps
becomes a plan.*

*A plan
backed by action
makes your dreams come true.*

-Greg Reid, Author



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Message from the Governor

Our administration is committed to changing Maryland for the better, and by working together, we have made tremendous progress in our state. From day one, we have been focused on providing Marylanders with outstanding customer service, and our agencies play a vital role in this process.

The Department of General Services embodies the true meaning of outstanding customer service that is courteous, responsive, accurate, and transparent to the citizens of our great state. From the Federal Surplus Property Donation Program which facilitates the donation of millions of dollars of vital and valuable surplus resources to nonprofit organizations to the Maryland Capitol Police's response to local emergencies to the Facilities department which is responsible for cleanup in inclement weather, General Services can always be caught "Delivering Great Service."

General Services also plays an integral role in fulfilling our administration's goal of expanding the pool of local, small, minority, women, and veteran-owned businesses competing for state contracts. The department continues to make a substantive contribution to advancing economic growth in our great state with its proactive business outreach programs.

General Services is helping to advance many key policies of our administration, which you will learn more about in their 2018 Annual Report. I know you will appreciate the great work General Services is doing on behalf of all Maryland citizens.

Thank you,

Governor Larry Hogan



Message from the Secretary

The Maryland Department of General Services continues to advance Governor Larry Hogan's mission to change Maryland for the better. Our department provides essential services to ensure that state government runs smoothly, and oversees a broad range of projects across the state that improve the quality of life for all Marylanders.

The men and women of General Services consistently fulfill the mission of the department to change the culture of government through transparent, reliable, and responsive service and program delivery.

For example, this year General Services' Federal Surplus Property Program connected Maryland citizens and nonprofits to vital government services and programs by facilitating the donation over \$12 million of essential surplus resources to Marylanders statewide. General Services broke ground on the \$24 million Freedom Readiness Center in Sykesville, Maryland and started an essential \$11 million underground infrastructure project that will replace critical utilities that serve the Annapolis government campus.

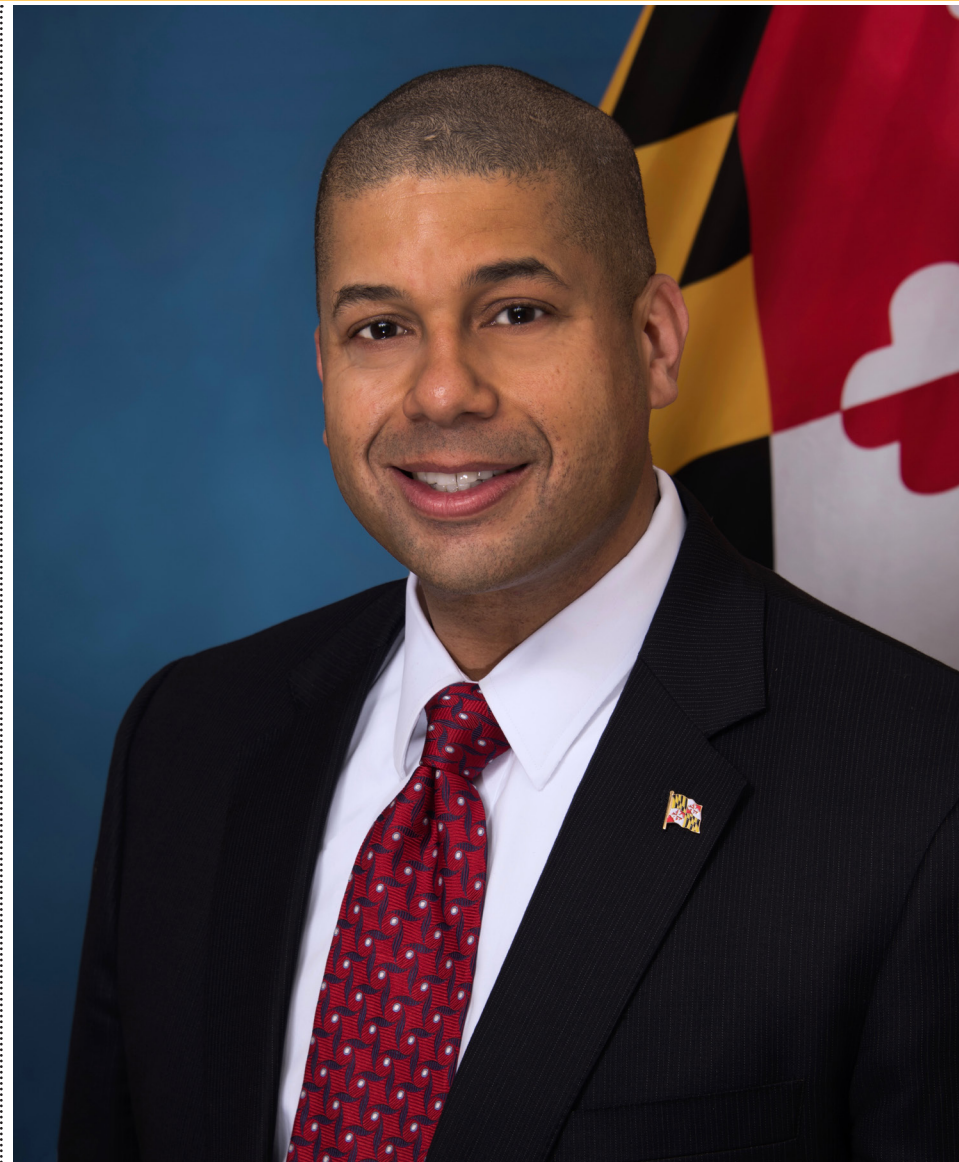
Our 2018 Annual Report highlights the significant accomplishments of each division and illuminates the innovation and economic impact leveraged by our dedicated workforce. Our department continues to embrace the governor's Customer Service Promise by executing on our commitment to "Delivering Great Service," and remains committed to implementing initiatives that further improve the customer service experience.

We are proud of the work we do on behalf of Maryland's citizens. I encourage you to read this report to learn more about how our department keeps Maryland open for business.

Thank you,

Ellington E. Churchill, Jr.

Secretary



By The Numbers

84 employees in Design & Construction managed **1,063** projects with a value of **\$796M** in FY18.

2 employees in the GovDeals Office generated **\$985,726** in sales from **1,192** auctions in FY18.

K-9 units completed **4,452** scans or related activities in 2018; participated in **39** public K-9 demonstrations; worked all **Navy** home football games.

3 employees in the Grants Office managed a caseload of **1,421** grants valued at over **\$830M**.



4 employees in the **mail room** distributed **322,715** pieces of mail to state agencies.

176 Capitol police and security officers responded to over **74,000** calls for service, including **50,000+** patrols of state facilities, grounds and parking areas.

9 employees in the Office of Business Programs facilitated the award of over **\$19M** to **minority** prime vendors.

By The Numbers

Inventory Standards & Support Services Division dispensed **11.9M** gallons of consigned fuel and **11.6M** gallons of bulk fuel for the state through the Statewide Fuel Management program.

10 employees in the Real Estate Office manage **271** leases totaling **4.6M** square feet of commercial office space at an annual cost of **\$91.2M**.

28 energy performance contracts overseen by the Energy Office guarantee annual savings of **\$26.2M**.



24 employees in the Office of Procurement & Logistics awarded **457** contracts totaling **\$391M**.

5 employees in the Public School Construction program received **124** projects to review totaling **\$515.8M**.

205 Facilities Operations & Maintenance employees work **24/7** to ensure the proper operation of **54** state facilities covering **6.3M** square feet.

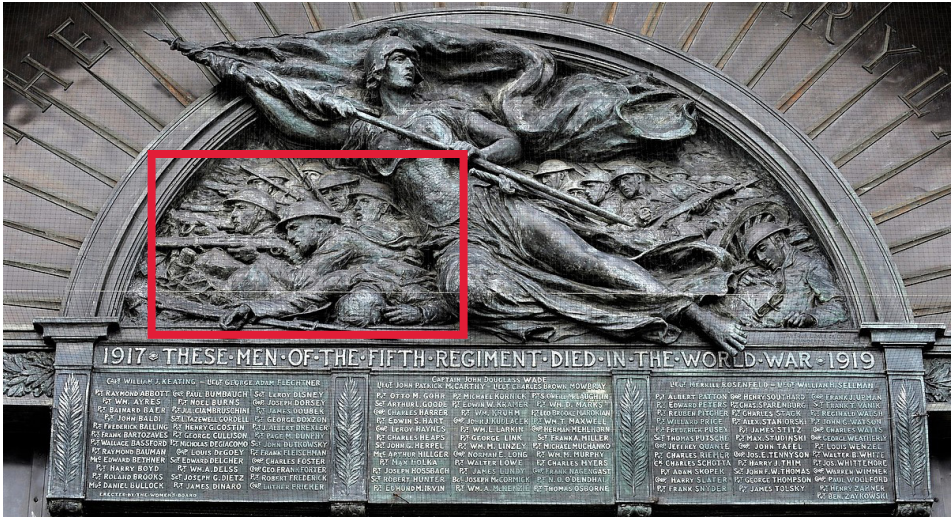
Facilities Planning, Design, Construction & Energy

84 employees; FY18 workload:
1,063 projects with a value
of \$796M:

- 544 projects in
planning & development -
\$208M
- 51 projects in design -
\$257M
- 468 projects in
construction - \$331M
(includes 22 emergencies -
\$9.8M)

124 public school
construction projects totaling
\$515.8M.

Managed emergency funding
reimbursement of \$2.5M
to address heat failures in
Baltimore City schools.



21st Century laser technology cleaned the 20th Century ornate bronze sculpture hanging above the front door at the Fifth Regiment Armory in Baltimore. Dedicated in 1925, the sculpture features portraits of men who died serving in World War I. Using a combination of lasers and distilled water, the contractor removed biofilm (an ecosystem of fungus and bacteria) clinging to the sculpture and blurring the fine detail. Thus, without harsh chemicals or damage to the historic sculpture, the figures received a much-needed cleaning.



Catonsville Courthouse

March 2017 groundbreaking.

\$54.5M
construction contract.
130,000 GSF; 5 floors;

5.9 acre site includes
8 courtrooms; 425-space
parking garage.

1st Maryland courthouse with,
a green roof, eco-bioretenion
and reforestation.



Project Team: General Services, Costello Construction, Bushey Feight Morin Architects, Inc. & RicciGreene Associates.



Will house General Services,
Baltimore County State's
Attorney, Department of Juvenile
Services, and the Baltimore
County Police.

March 2019 completion date.



Enoch Pratt Free Library

1930s construction.

June 2016
renovation and restoration started.

General Services
overseeing the project.

\$91.9M budget; minority
business enterprise 30%
participation goal exceeded.

Original
materials restored and preserved.

Upgrades to all systems.
Remains open
during renovations.
May 2019 completion.



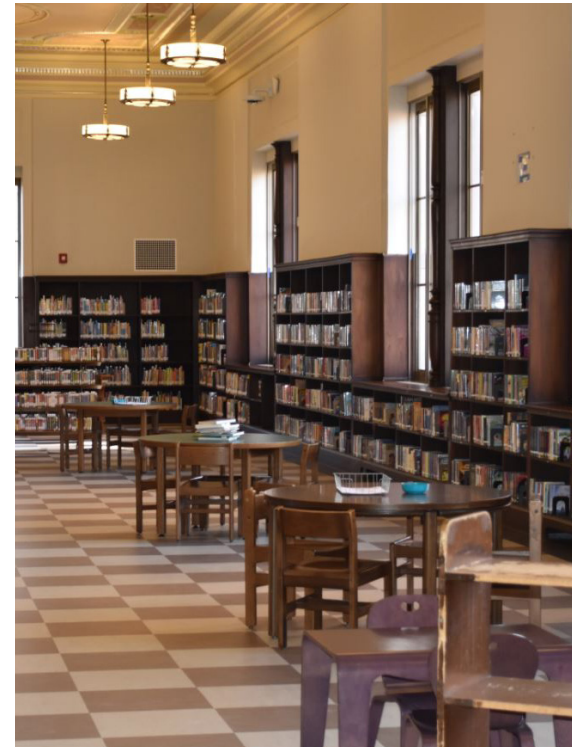
Before Atrium



After Atrium



Before Reading Room



After Reading Room

Readiness Centers

6 readiness centers
totaling \$93M have been
started or completed in the
last 4 years.

Easton Readiness Center
Freedom Readiness Center,
Sykesville, MD
LaPlata Readiness Center
Havre de Grace Readiness Center
Dundalk Readiness Center
Westminster Readiness Center

*“Readiness centers represent
the state’s commitment
to develop property in support
of our friends and colleagues
who so bravely serve
and protect us here
in Maryland and overseas –
the Maryland
Army National Guard.”*

Secretary Ellington E. Churchill, Jr.



Havre de Grace
Ribbon Cutting
October 20, 2018



Easton Readiness Center
Expected completion,
February 2019

Lawyers Mall Construction Project

\$11M
multi-phased
emergency response project to
replace utility infrastructure;
expected to be completed in late
2020.
Phase 1 will replace oldest
remaining sections of steam
distribution system.
Not replacing the
steam distribution system
would result in an operational
failure to produce heat or
hot water for the Annapolis
complex.
Future phases will include
plaza replacement,
new landscaping and other
improvements.



Construction Management Team

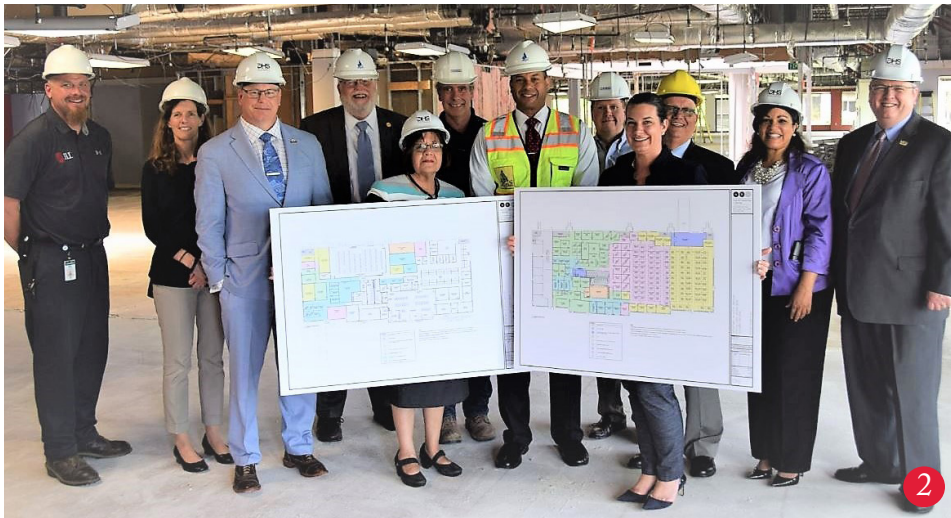


Real Estate

10 employees in the Real Estate Office manage **271** leases
totaling **4.6M** square feet of commercial office space at an
annual cost of **\$91.2M**.
1 **6** employees in Real Estate & the Attorney General's office
administered **100** easement options valued at **\$52M**,
preserving **12,870** acres of land under the MD Agricultural
Land Preservation Foundation program.
2 Space was procured in Patuxent Woods, Howard County and
lease **construction** is underway for a first-of-its-kind
campus to house **16** service providers.
3 **Procured** the lease, managed the construction process and
approved the acceptance of space for move in by
MD THINK.

*"MD THINK, the first program of its kind in the nation, will completely transform
our ability to deliver vital human services to Marylanders and finally bring our service
delivery into the 21st century."*

Governor Larry Hogan



Tour of construction with Secretary Padilla, Maryland Department of Human Services.



Maryland Think

Facilities Operations & Maintenance

205 employees maintain **54** state-owned buildings totaling **6.3M** square feet and receive over **32,000** work orders annually - more than one every **4** minutes for every work day of the year!

Top 5 service requests:

- Grounds
- Buildings
- Heating and cooling
- Janitorial
- Electrical



eMaint

General Services launched a new tool to help maintain the state's 6.3 million square feet of office space at a ribbon-cutting ceremony on September 18, 2018. The Computerized Maintenance Management System, a cloud-based software, helps the agency handle work orders when tenants request building repairs. It also keeps records on building systems, tracks maintenance expenditures, handles parts inventory, manages workflows, helps monitor building conditions, and creates reports to let managers make data-driven decisions. The data it collects will help General Services predict future maintenance needs, thereby reducing expensive emergency repairs. Along with adopting the new software, General Services also set up a Customer Support Center to better handle requests for service and make the best use of the new technology. General Services Secretary Ellington Churchill, Jr. said, "By managing our state work order process through this innovative system, our department will vastly improve our response to our customers."



Facilities Operations & Maintenance



Brine System

Brine (a concentration of salt in water) is ubiquitous on our roads when snow threatens, because it keeps precipitation from freezing. Baltimore Superintendent Gary Gray decided to start using it around state office buildings ahead of snow events. His team sets up a mixing tank to make their own brine, puts it into sprayers attached to trucks and utility vehicles, and uses it to pre-treat sidewalks and parking lots. The result: snow, slush, and ice are easier to remove. The reward: savings in time, effort and money, all while making state grounds safer for visitors and employees during inclement winter weather. Plus, brine uses a lot less salt than just spreading the latter, which is good for the environment.



Chiller Repair

In July, General Services staff and contractors successfully carried out a major repair job in Annapolis. It took many weeks to plan, two full days of hard work to execute, and even required closing the State House to the public.

General Services staff and contractors replaced the valves controlling the chilled water that cools nine buildings at the Annapolis complex. The project required draining and refilling 30,000 gallons of water from cooling towers so the valves could be safely replaced.



Reaching Across Maryland

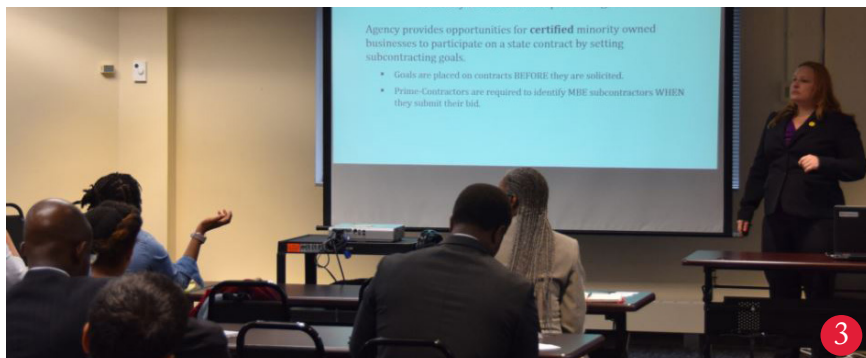
❶ A capital grant is helping to fund the expansion of the University of Maryland Medical System Shock Trauma Center in Baltimore.



❷ Construction of the new Easton Readiness Center is being overseen by General Services.



❸ Cristen Ervin, Training & Outreach Coordinator, conducts a business workshop in Crownsville.



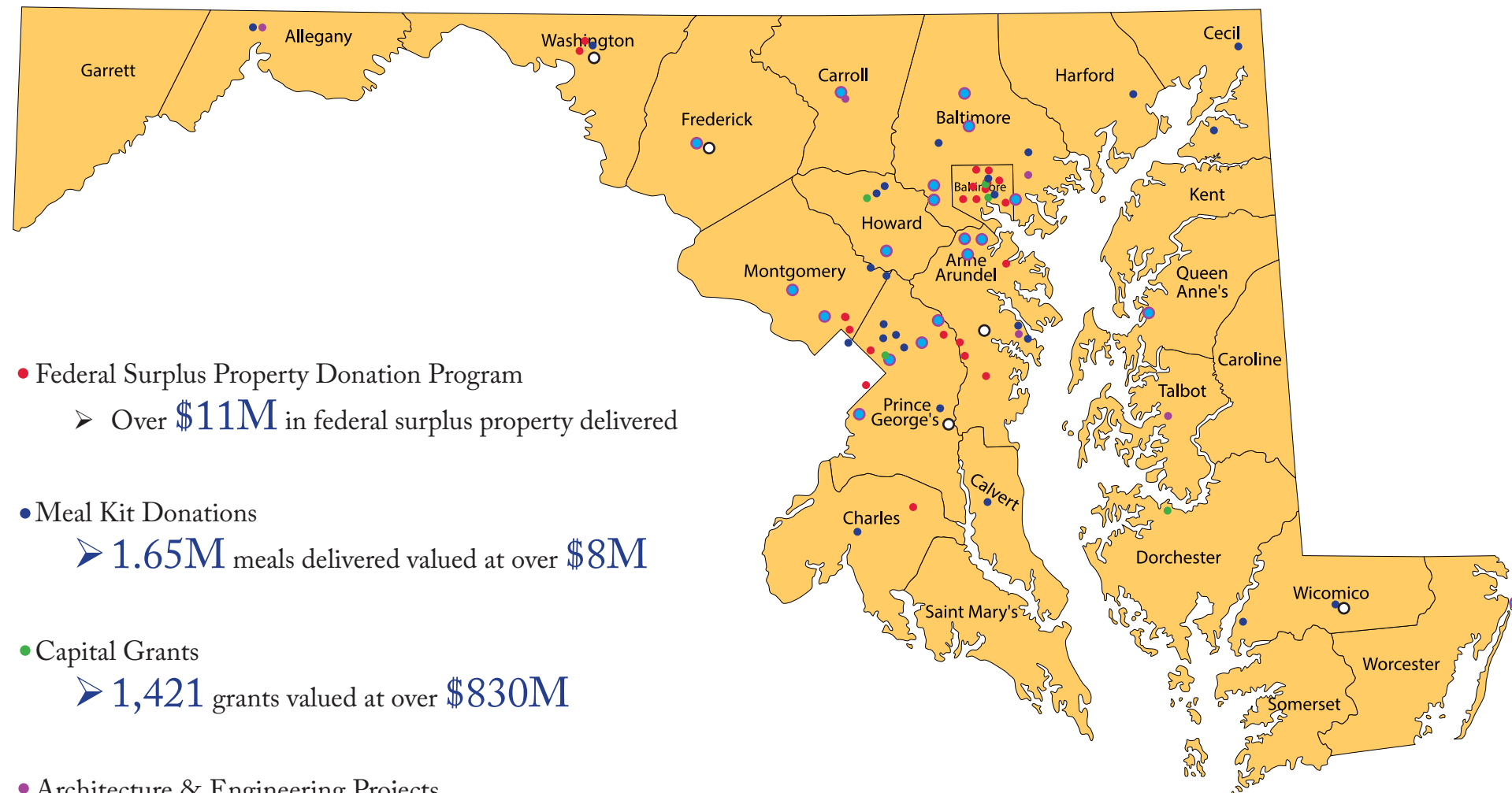
❹ Templeton Elementary School in Bladensburg received computers from the Federal Surplus Property Donation Program administered by General Services.



❺ Assistant Secretary of Administration Jack Howard (center) and two General Service employees help distribute meal kits in Anne Arundel County.



Reaching Across Maryland



- Federal Surplus Property Donation Program
 - Over **\$11M** in federal surplus property delivered

- Meal Kit Donations
 - **1.65M** meals delivered valued at over **\$8M**

- Capital Grants
 - **1,421** grants valued at over **\$830M**

- Architecture & Engineering Projects
 - **1,063** projects with a value of **\$796M**

Business Outreach

- Hosted **11** training workshops
- Participated in **33** outreach events



Meal Kit Distribution

“Our administration is committed to supporting our communities across the state in every way possible. This partnership between our state agencies, and with the support and assistance of Maryland’s nonprofit organizations and food banks, provided nutritious meals to low-income families in every region across Maryland.”

–Governor Larry Hogan



Lt. Governor Boyd K. Rutherford at End Hunger in Calvert County to distribute meal kits.

The Federal Surplus Property Donation Program team, in partnership with Governor Hogan’s Office of Community Initiatives and the Maryland Department of Housing and Community Development, coordinated a massive logistical effort to pick up **65** truckloads of meal kits - **1.65M** meals – valued at over **\$8M** from Federal Emergency Management Administration warehouses in North Carolina and Alabama and deliver them to Maryland food banks and nonprofit organizations serving low-income families throughout the state.

Federal Surplus Property Donation Program

“Our administration will continue to explore ways to help our citizens through this successful and unique partnership.”

–Governor Larry Hogan



Governor Larry Hogan attending the ribbon cutting for the “Larry Hogan Computer Lab” at the Langston Hughes Business & Resource Center in Park Heights, Baltimore.

General Services is responsible for managing the **Federal Surplus Property Donation Program**. The department secured and delivered over **\$11M** in federal surplus property to Marylanders in need, public schools, non-profit organizations, municipal agencies, federally-certified 8(a) firms, and local communities during **2018**. These items included over **1,500** computers and equipment, including CPUs, keyboards and laptops, which were distributed to schools and non-profit organizations that serve low-income communities in the state.



Maryland Capitol Police

Responded to over **74,000** calls for service, including **50,000+** patrols of state facilities, grounds, and parking areas.

Issued **15,596** state ID cards.

Took **570** investigative reports; initiated **1000+** traffic stops; made **46** arrests.

Monitored **98** rallies in Annapolis with a total attendance of **50,000+** citizens.

K-9 units completed **4,452** building scans; participated in **39** public K-9 demonstrations.



K-9 Bo
& handler
Police Officer
Steven Deal

K-9 Champ
& handler
Sergeant
Larry Barnes

K-9 Rylo
& handler
Police Officer
Hugo Guevara



K-9 units go through **4** weeks of out-of-state training; **8** weeks of certification training; **certified** by the FBI and awarded **national** certification by the International Police Work Dog Association; imprinted with **23** different explosive odors; work **9 – 10** years.

Bonding critical to the success of the “Team” (K-9 and handler) so K-9 only **listens** to its handler; works to be **praised** by its handler.

Maryland Capitol Police Active Shooter Response Team



On June 28, at approximately 2:40 PM, a report of an active shooter incident at the *Capitol Gazette* newspaper office at 888 Bestgate Road near the Westfield Mall started flooding police radio channels. Maryland Capitol Police units were some of the first responding law enforcement personnel to arrive at the scene. Capitol Police personnel put themselves in harm’s way to assist with securing a perimeter and aiding victims and tenants to escape to safety. They remained at the scene assisting EMS and Anne Arundel County Police.

The Maryland Capitol Police conducts active shooter training for state employees. Surviving an active shooter incident starts with a **plan**. Which of the **3** courses of action that is best to take will depend greatly on the circumstances of the incident.

RUN – #1 Priority - get out of harm’s way; help others if you can; leave belongings behind.

HIDE – Act quickly & quietly; secure location; turn out lights; hide behind large objects.

FIGHT – Last resort – Act with aggression; improvise weapons; commit to taking down the shooter.



4th Annual Business Opportunities & Entrepreneurial Training Summit

600 business participants from across the state and Virginia. **Over \$4B** in contract opportunities.

22 prime contractors talked one-on-one about their contracting opportunities.

Executive-level state agency representatives highlighted upcoming projects.

Subject-matter experts talked about the ABCs for successfully doing business with the state.



Workshops conducted by entrepreneurial training experts, procurement officers and program managers.

General Services was joined by the Maryland Department of Transportation and the University of Maryland System to host the summit.



The Department of General Services, in partnership with the departments of Natural Resources and Agriculture, in late summer 2018 awarded contracts, procured by General Services' Office of Procurement & Logistics, to Jessup, MD.-based Reliant Fish Co. and Congressional Seafood Co. for a program that will create sales of Maryland-harvested blue catfish to state institutions providing food services.

State institutions, including but not limited to correctional facilities, higher education institutions, hospitals and public schools, will be able to purchase cases of blue catfish. In addition, the statewide contract can be used by Maryland counties, municipalities, and other public agencies to meet their food service needs.

Creating a steady, reliable market for the non-native species will help the state curb the population of this destructive fish.

Blue Catfish

Native to Mississippi, Missouri and Ohio River basins. **Weighs** in excess of **100** pounds and lives up to **20** years.

Introduced to Virginia waterways in the **1960s** for sport and has spread throughout the **Chesapeake Bay** and its tributaries.

Invasive fish feeds on native species: mussels, freshwater clams, perch, rockfish and blue crabs.

Proven to **outcompete** native species for available resources, significantly **impacting** the ecosystem of our local waterways.



Office of Procurement & Logistics

Construction Contracting and Architectural & Engineering Procurement awarded **173** contracts, including over **\$85M** in construction projects.

Commodity Procurement awarded **223** contracts with an estimated value of nearly **\$130M**.

Facilities Maintenance Procurement awarded **61** contracts with an estimated value of **\$176M**.



Office of Business Programs

Continuing its mission in support of procurement and advocacy of small, minority, woman, and veteran-owned businesses, the Office of Business Programs worked to set more aggressive subcontracting goals. Actively engaging these businesses with targeted, discipline-specific outreach sessions helped to identify new opportunities for higher goal placements and the potential to bid as prime contractors.

Awarded over \$19M to minority prime vendors in FY18, including

- **\$3M** for improvements to Cunningham State Park: Minority prime with 25% minority and 5% veteran business participation goals;
- **\$3.3M** for building additions and site improvements to Wellington Wildlife Management Area: Minority prime with 25% minority business participation goal.

Compliance staff monitored **271** minority firms participating on **125** contracts that expired in FY18, totaling **\$88.1M**.

Procurement Reform

New General Services Office of State Procurement to be established in 2019.

Established new state Procurement Services Career Group.

Newly-created chief procurement officer position.

- 9 streamlined job roles and classifications under review
- clear lines of authority
 - single path to advancement
 - clear and consistent titles and compensation for all state procurement officers



Photo courtesy of the Governor's Office

In response to legislation passed in 2017, General Services staff worked with key stakeholders during 2018 to craft a work plan to reorganize the state procurement process. It was submitted to the Governor and General Assembly on October 1, 2018.

The work plan also reported on progress implementing the 57 recommendations from the Governor's 2016 Commission to Modernize State Procurement.

Project underway to procure new, statewide eMaryland Marketplace Advantage (eMMA) eProcurement solution.

"Creating a more centralized procurement system that ensures the efficient use of resources and produces a more consistent implementation of procurement law, regulation, policy, practice and procedure is an important part of making state government more transparent and changing Maryland for the better."

-Lt. Governor Boyd K. Rutherford



Records Management & ISSSD

Records Management

Provided storage for **162,190** cubic feet of state, county and local records.

Recycled **13,452** cubic feet (235 tons) of records eligible for disposal.

Provided guidance on **109** state, county, and local government retention and disposal schedules.

Retrieved approximately **7,000** individual files in support of state business.
Completed **70** Public Information Act requests within statutory requirements.



Inventory Standards & Support Services Division

Managed the disposition of **165,843** excess and surplus state property.

Dispensed **11.9M** gallons of consigned fuel and **11.6M** gallons of bulk fuel for the state through the Statewide Fuel Management program.

Sold **1,231** vehicles and parts at auction, resulting in net sales of **\$2.3M** for state agencies.

Provided guidance and assistance for the management of over **\$48B** in fixed assets and **\$104M** in materials and supplies statewide.

Facilitated the transfer of over **600** state-owned fixed assets valued at over **\$570,000**, saving taxpayer dollars by eliminating the need for new purchases.

Facilitated the donation of **5** buses to the Town of Ocean City and over **175** assorted assets valued at over **\$250,000** to local municipalities and non-profits in the state.



Other capital grant projects improving the quality of life in Maryland's communities:
Atlantic General Hospital, **Worcester County**
Baltimore Museum of Art, **Baltimore City**
Maryland Hall for the Creative Arts, **Anne Arundel County**
Strathmore Hall, **Montgomery County**
Hagerstown Revitalization, **Washington County**
Maryland Food Bank, **Baltimore County**
East Baltimore Biotechnology Park, **Baltimore City**
Historic Annapolis, **Anne Arundel County**
Maryland State Fairgrounds Exhibition Hall, **Baltimore County**

Staff of **3**
Caseload of **1,421** grants
valued at over **\$830M**.

Capital Grants

Top 5 Active Grant Recipients

- Prince George's Hospital System Regional Medical Center, Prince George's County **\$122.8M**
- Maryland Zoo in Baltimore Infrastructure Improvements, Baltimore City **\$47.9M**
- University of Maryland Medical System Shock Trauma Expansion, Baltimore City **\$94.4M**
- Merriweather Post Pavilion, Howard County **\$20M**
- Chesapeake Grove Senior Housing and Intergenerational Center, Dorchester County **\$2.7M**



Unsung Heroes

Governor Hogan's Customer Service Heroes Award

Eligibility & Criteria for award

- State employee who interacts with customers.
- Exemplifies Customer Service Promise principles.
- Recognized by supervisor as satisfactory or outstanding.
- Acknowledged by a customer or management for
 - Going above and beyond customer expectations to solve a problem; or
 - Creating a new process - or refining an existing process - that significantly improves the delivery of services in a manner consistent with the Customer Service Promise.

Much of what General Services does goes unseen by the public. Employees run boilers, design buildings, clean floors, write leases, negotiate procurements, monitor energy use, provide security, and perform a host of other tasks essential to keeping state government functioning. They are rarely noticed as they work diligently behind the scenes to maintain buildings and provide goods and services for their sister agencies so they, in turn, can deliver their services to the citizens of Maryland.

Some people do notice and commend the commitment and courteous customer service of General Services employees. This includes Governor Larry Hogan. Throughout the year, these employees were honored to receive Governor's Citations in recognition of their outstanding customer service.



Private First Class Vincent Kurek
Maryland Capitol Police



Joe Pitruzella, Chief, Project Cost Center
Facilities Planning, Design, Construction & Energy



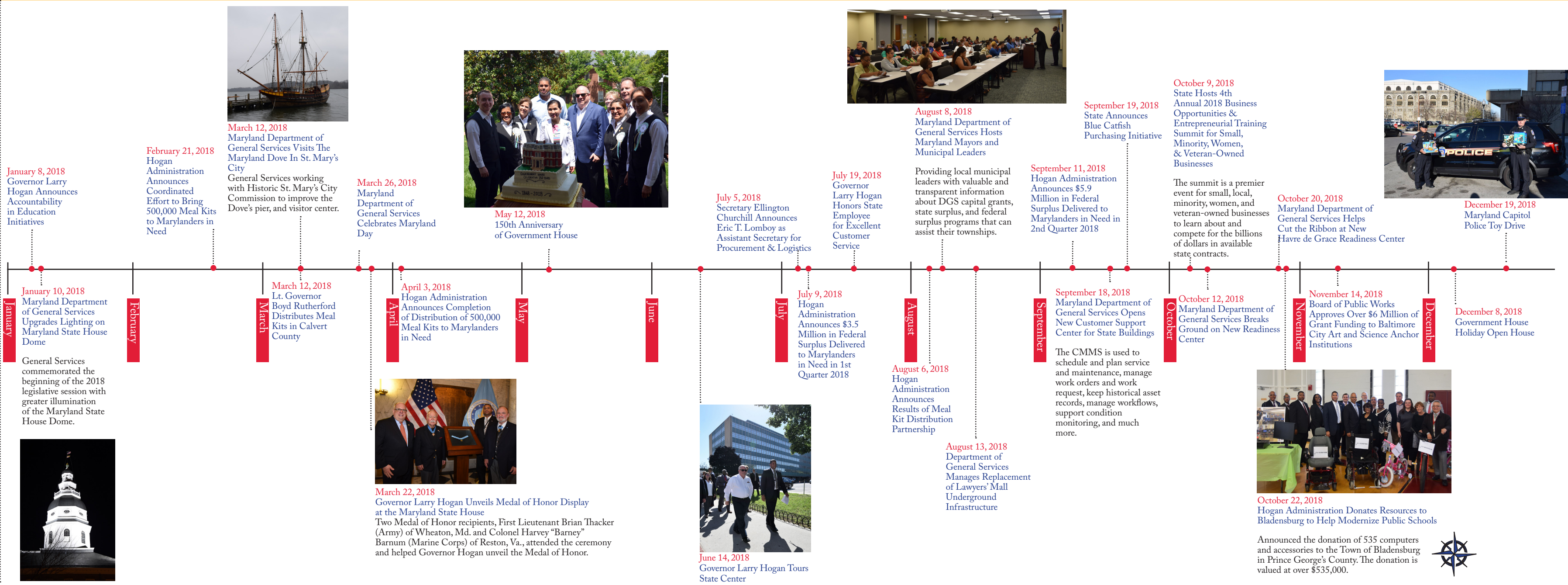
Unsung Heroes

Governor's Exemplary Customer Service Citation

- 1 Shirley Kennedy, Ed Nunez,
Brad Thomas
Office of Surplus Property
- 2 Officers Derrick Layton
& Ron Chadwick
Maryland Capitol Police
- 3 Jane Roger, Chief
Office of Real Estate
- 4 Kurt Butler, Fleet Manager
Inventory Standards & Support
Services Division
- 5 Sherlyn Hammond, Administrative
Officer
Ellicott City District Court/MSC
- 6 Barbara Bauman, Superintendent
District Courts & Multi-Service
Centers



DGS 2018 Timeline

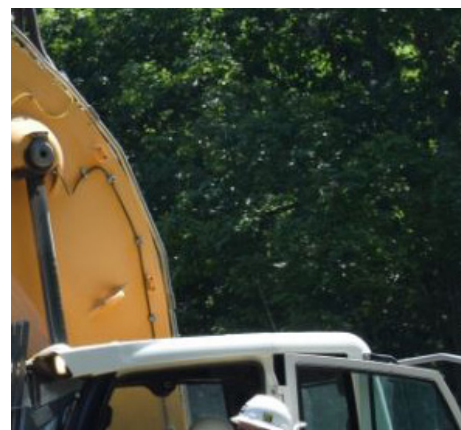


DGS 2018 Timeline

I am DGS



I am DGS





*General Services works every day to enhance the lives of all Marylanders.
Most important are the efforts to improve the quality of life for our citizens.*

